

Riverside and Tower House PPG meeting

Date:Wednesday 31st July 2024**Time:**

15:00

Venue:

Tower House Surgery

PRESENT

Rod Wallace (Chair) (RW)
Pamela Tuckett (PT)
Megs Kiddle (MK)
June Weeks (JW)
Maureen Burrell (MBU)
Ray Street (RS)
Sally Titchener (ST)
Michael Benson (MBE)
Jenny Pryce-Davies (JPD)
Johanna Page (JP)
Jackie Huntington (JH)
Victoria Sheppard, Bovey Tracey & Chudleigh Practice (VS)

APOLOGIES

Anne Broom
Tony Bartlett
Sheila Woodhouse
Dougie Cooper
Riya Cooper
Jane Mather
Carol Ramsay

Item	Subject	Action	Owner
1.	Welcome and apologies.	N/A	
2.	Review actions from AGM on 15 th July 2024: <ol style="list-style-type: none">1. The Practice has 11956 / 14960 email addresses.2. Parking in surgery car parks. Signage is in place at Riverside and a sign is due to be erected at Tower House to defer non-Practice attendees from parking in the car park.3. Delays in receiving prescriptions from hospitals following discharge. The patient should follow-up the prescription with the Medical Administrator at the hospital.4. Better seating for AGM. We will require patients to RSVP to the next AGM to ensure that there is sufficient seating.5. Open forum at PPG meetings for non-members. This is not feasible, and with new members	Request RSVP for next AGM.	VS

	<p>pregnant persons over 28 weeks gestation and persons over 75 (from 1st September) – 79 years.</p> <p>NHS app training could not go ahead as insufficient uptake. Reception staff can help with the NHS app when needed.</p> <p>Martin Rolph left at the end of July to start his retirement in the Cotswolds. Baven (Registrar) completed his training in July but will still be doing Locum work for the Practice.</p> <p>SystemConnect will be implemented in full towards the end of September; all appointment requests will be sent to GPs to triage which will ensure continuity and patients will see the right Doctor at the right time. We believe that this will improve efficiency and be able to offer a higher volume of acute appointments with GPs.</p> <p>Please like and share our Facebook page as we add helpful post and messages regularly.</p>	<p>Write section on SystemConnect in next newsletter.</p>	<p>RS</p>
<p>5.</p>	<p>Key themes, issues or suggestions that have been identified by any member of the PPG:</p> <ol style="list-style-type: none"> 1. Patient parking - in the past, it was thought a painted sign on the road saying, Surgery Parking Only, would help, however this is expensive. At present, if someone is seen parking who is not using the surgery, a notice is put on their windscreen by Reception staff. 2. The Practice newsletter is compiled by a PPG member from issues raised in the PPG and information from the Practice. The Practice approve the final version. 3. The question was raised whether preventative medicine was integrated within the practice? Social Prescribing and is an example of preventative medicine. 4. Suggestion for an open Day to provide more information to patients about the Practice and the PPG. This will be further 	<p>Discuss parking issues with Partners.</p>	<p>VS</p>

	considered. The idea was raised to have a Stall at the Street events whereby information could be displayed about the Practice.		
6.	Patient feedback, Families and Friends Survey and the GP Patients Survey 2024 were distributed.		
7.	Feedback from Patient Participation Locality Forum. The forum has been discussing how Practices are able to interact with the planning of new Homes in the area, to ensure that the increase in patients can be accommodated. The Partnership Trusts services for Mental health services are being discussed.		
8.	Patient list size is 14,960 (was 14,950 at last meeting in May).		
9.	<p>Guest Speaker: Kobe Addai, in-house Pharmacist.</p> <p>Kobe described his role within the Practice, the support to patients and improve the use of prescribed drugs. A wide range of services and projects are involved.</p> <ul style="list-style-type: none"> • Giving advice to patients about queries with their drugs. • Conducting annual drug reviews for all patients. • Running drug related projects. There is an audit of long-term antibiotic use, and review of the use of long-term drugs for pain relief. <p>Kobe will explain his role and current projects in the newsletter.</p>	Write content for next newsletter.	KA
10.	Meeting dates and times. Meetings were to be held on Tuesdays and Wednesdays, but Thursdays will be added to be more inclusive.	Revise meeting schedule.	VS
11.	Date of next meeting: Tuesday 24 th September at Riverside		

Signed:..... Chair Date: